

PRABHLEEN RATRA

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RESUME SUMMARY

I am an emerging UX Designer with strong skills in human-centered design and web development with experience working in the government, health, telecommunications and banking industries. I aspire to apply my design skills and passion for innovation along with my background as a software developer to come up with creative solutions.

EDUCATION

University of Toronto

Master of Information, User Experience Design

Toronto, Canada

September 2022 – Present

- Relevant coursework: User Experience, Information Architecture, User Interface Design, User-Centered Development, Accessibility Design

University of Guelph

Bachelor of Computing, Computer Science (major), Psychology (minor)

Guelph, Canada

September 2017 – December 2021

- Relevant coursework: Human Computer Interaction, Computer Science Project in App Development, Software Reliability and Testing, Web development, System Analysis and Design in Applications, Mobile Computing
- Received Dean's Honours List Award for the College of Physical & Engineering Sciences in the Winter 2018, Fall 2018, Winter 2021 semesters.

SKILLS

- **UX Skills:** affinity diagrams, empathy maps, storyboarding, user stories & scenarios, persona, prototyping, information architecture, wireframing
- User Research | primary and secondary UX research, questionnaire, interviews, diary study
- Mapping and visualization | Lucid chart, Miro, Figma, Fig jam, Balsamiq, Adobe XD
- Building or Designing for Platforms | Desktop, Mobile, Mac
- **IT Skills:** GitHub/GitLab, Jira, Confluence, WordPress, Wix, Agile, Android and iOS development, Microsoft Office (Excel, Outlook, Access, Word, PowerPoint), programming languages (Python, Java, C/C++, JavaScript, HTML/CSS, R, MySQL, PHP, NodeJS), Azure DevOps
- Remote collaboration: Zoom, Microsoft Teams, Webex, Google Meet

EXPERIENCE

Ministry of Environment, Conservation and Parks (MECP)

User Experience Designer (Program Analyst)

Toronto, ON, Canada

May 2023 – Present

- Collaborated with the Senior UX Specialist, Business Analysts, Product Managers, Team Manager, and IT to define, design, build, and release components & features for the Ministry's **Permissions Enterprise Platform**.
- Helped conduct **user interviews** and **research** to gather qualitative and quantitative data that informed design decisions.
- Constructed **user flows**, **mock-ups**, and **prototypes** that optimally communicated design concepts for validation.
- Liaised with IT to discuss business needs, identify gaps and escalated business process issues for resolution.
- Advocated for **user needs** throughout the product development process.
- Organized unit and branch social events, enhancing team morale through engaging activities and effective team-building exercises.

Kidney Health Education and Research Group

Full Stack Website Developer

Toronto, ON, Canada

September 2022 – April 2023

- Converted designs and specifications to **visual elements and functionalities**
- Collaborated with our UX designers to develop **user interactions**
- Developed and enhanced new back-end website applications, features and functionalities for our websites

Bell Mobility

Software Developer

Mississauga, ON, Canada

January 2022 – August 2022

- Automated scripts and integrated with Slack bots
- Created/modified ETL script/DAGs in Airflow
- Collaborated with the automation team to create 5G client side facing KPIs

Network Engineering Intern (Remote)

May 2021 – August 2021

- Automated scripts and integrated with Slack bots
- Created/modified ETL script/DAGs in Airflow
- Planned and led automation projects to create and deploy new way to solve customer tickets
- Participated in KPI review and investigation
- Assisted in Alarm investigation/triage during outages

Royal Bank of Canada (RBC)

Guelph, ON, Canada

Operations Analyst Co-op (Remote)

May 2020 – August 2020

- Monitored **mainframe** systems and infrastructure applications on various monitoring tools
- Escalated problems efficiently to other technical support personnel and service providers
- Provided technical support for problem analysis/determination to ensure affected components are promptly restored to service
- Monitored and reacted to numerous consoles for multiple centers and LPARS
- Participated in Summer Innovation Challenge and RBC Tomorrow Challenge

The Ontarion Inc, University of Guelph's Independent School Newspaper

Guelph, ON, Canada

Website Developer

November 2019 – April 2020

- Improved the user experience of The Ontarion websites in terms of speed, usability, security, functionality, and so on
- Developed a simple **cross platform mobile application** using an iOS Simulator

ADDITIONAL EXPERIENCE

University of Toronto

Toronto, ON, Canada

Graduate Teaching Assistant – Introduction to Computer Science

January 2023 – April 2023

University of Guelph

Guelph, ON, Canada

Undergraduate Teaching Assistant – Introduction to Programming

September 2021 – December 2021

Admissions and Recruitment Assistant (Remote)

January 2021 – April 2021

Undergraduate Teaching Assistant – Introduction to Programming (Remote)

September 2020 – December 2020

EXTRACURRICULAR ACTIVITIES

- I have been dancing for 15 years with experience in various styles and joined dance clubs to continue to learn and grow. I also enjoy reading in my free time.
- **Languages:** English, Hindi, Punjabi, French (beginner), Spanish (beginner)

Volunteer Experience

Hack the North, Waterloo, ON, Canada, Food Volunteer

September 2022

University of Guelph, Guelph, ON, Canada, Truck Team Orientation Volunteer

Fall 2019 – 2021

University of Guelph, Guelph, ON, Canada, START International Volunteer, Orientation Week

Fall 2019 – 2021

Project Serve Day, Guelph, ON, Canada, Canadian Cancer Society, Volunteer

October 2018

Hackathon

Elle Hacks 2022, York University (Remote)

Toronto, ON, Canada

Hacker

February 2022

- Designed an application called “**Food Cycling**” as a team of four, based on the Bell Challenge of Using Technology to Support Environmental Sustainable Decision-Making. The app is a one-stop solution for people who can creatively use every bit of the food by cooking it, making homemade beauty products out of it, or planting them in their gardens.

- **Won the Bell second prize** for creating an application that helps individuals or businesses improve the natural environment and/or minimize the negative environmental impact of their activities

Hip, Hack, Array! (Remote)

Hacker

June 2021

- Designed a website called “#noFilter” as a team of two. It is a tool that detects the emotions behind these same words like, “Okay”, “okiee”, “ok” with just human voice.
- Recognized and listed in the Top 5 teams list for the final round.

Elle Hacks 2021, York University (Remote)

Hacker

Toronto, ON, Canada

January 2022

- Designed a website called “**Kiddy Bank**” as a team of four, based on the Financial Literacy challenge from Elle hacks, which goes through a series of decision-making situations to teach kids a toolkit that arms them with basic financial literacy concepts such as learning how to save, invest, budget, and earn “Kiddy” bucks.
- **Won the Bell’s Custom Award** worth \$200 for creating a technology solution that will specifically help those who have traditionally been less likely to benefit from technological innovation due to poverty or economic instability.

Hack Instead 2020, Hacker

August 2020

Elle Hacks 2020, York University, Toronto, ON, Canada, Hacker

February 2020